

AT&T TEXAS GUIDEBOOK

PART 2 - General Terms and Conditions
SECTION 2 - Regulations

5th Revised Sheet 1
Replacing 4th Revised Sheet 1

REGULATIONS APPLYING TO ALL CUSTOMERS' CONTRACTS

A. General

The regulations specified herein are in addition to the regulations contained in other sections of this Guidebook. Failure on the part of the customers to observe these regulations of the Company automatically gives the Company the right to cancel the contract and discontinue the furnishing of service.

The Company's obligation to furnish service or to continue to furnish service is at the Company's discretion subject to requirements of applicable law and is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

The regulations covering the connection of equipment, accessories or facilities provided and maintained by the customer are contained in other sections of this guidebook.

The Company shall not knowingly permit an automatic dialing-announcing device used for solicitation purposes to the public which cannot be terminated at will from the called station to be operated over its telephone network.

The Company may discontinue certain Company services in geographic areas for which the Company has no customers subscribing to those services.

In addition and subject to the appropriate regulatory approvals, the Company may grandfather all services governed by this Guidebook in certain geographic areas. Once grandfathered, such services will no longer be available for purchase and existing customers will no longer be able to move, add or change their existing service.¹

For service availability by Wire Center: https://cpr.att.com/common/DLS_Filing_Info.htm

For service availability by address: <https://cpr.att.com:8443/search/csiServiceAvailability>

(C)

B. Customer Complaints

In accordance with 26.30 of the Commission's Substantive Rules and the jurisdiction of the Commission, the Company shall, upon receiving a complaint by a customer promptly conduct an investigation of such complaint and advise the complainant of the results thereof. The complainant shall be informed that he or she may receive any complaint results in writing. In the event the complainant is dissatisfied with the Company's report, the complainant may request for supervisory review and the Company shall advise the complainant of the Public Utility Commission of Texas complaint process. The Company shall provide the customer with the address and telephone number of the Consumer Protection Division of the Commission and if applicable, the Commission's TTY number for the deaf and hearing impaired.

When a complaint is pending before the Commission, basic local service will not be suspended or disconnected for nonpayment of disputed charges, but the customer is obligated to pay any undisputed portion of the bill.

(1) Effective on or after December 31, 2023 (as permitted by the FCC), neither new nor existing customers will be permitted to purchase services in certain geographic areas.

(N)
(N)